

Subj: Re: IMPORTANT - Date With Destiny Sydney 2013 - Incident on 5th day
Date: 5/1/2014 9:39:05 A.M. Eastern Daylight Time
From: [REDACTED]
To: [REDACTED]

Hi Connie

In addition, the reality is, there is collateral emotional and physical damage at DWD, there always has been at every event. All I have responsibility for is the effects, I have no control or responsibility for the cause. In a room full of every personality disorder and personal emotional need and financial need, it goes without saying there will be after the fact issues. I can give you at least 100 or more

Bottom line, there needs to be more consciousness and a protocol to address before and after. Right now I fight for every minute in leadership briefings to stress the need to understand the symptoms of sleep deprivation and dehydration, and the actions to be taken. It is not taken seriously enough in my professional opinion.

I can manage successfully manage risk only when I get support.

Thanks, call me [REDACTED]
Gary

In a message dated 4/30/2014 4:55:58 P.M. Eastern Daylight Time,
[REDACTED] writes:

Thanks Terri. Hi Gary!

See email below, please give me final recommendation – they are asking for full refunds of \$8995 USD plus \$9995 USD. I will then submit to [REDACTED] and see what she wants to do.

Thank you

[REDACTED]

From: [REDACTED]
Sent: Friday, April 25, 2014 5:25 AM

Monday, October 05, 2015 AOL: [REDACTED]

To: [REDACTED] Customer Service @ Tony Robbins; [REDACTED]
Cc: [REDACTED]
Subject: Collapsed during DWD2013 in Gold Coast

Dear [REDACTED] and Customer service,

I have enquiries about my wife, [REDACTED] incident during DWD at RSVP Gold Coast Australia in August 2013.

I spoke to [REDACTED], coordinator, and [REDACTED], my personal coach, over the phone regarding our concerns for the rest of the events in the package that we bought from Anthony Robbins company including DWD that we couldn't complete due to the incident in August 2013. Both of them suggested us to email the company to raise our concerns and discuss the next steps for our case.

We attended DWD until the 5th day of the course. On the 27th August 2013, [REDACTED] collapsed during the training around 5pm. I guess first aid staffs checked her condition when she was unconscious. And later on she was half conscious. It was a few hours before we could move her to our room. She couldn't sleep through the night so that I asked the staffs to arrange ambulance for her. Through out the night, she talked about something that she saw in her mind but they were not physically exist. I couldn't physically see things she told me. This really scared me as I was next to her all the time and she was totally not herself at all. Before DWD, she was a healthy person mentally and physically.

One of the trainer, I think he is a head trainer who looked after the background work of DWD, told me when my wife collapsed that this condition called sleep deprivation which usually happened in DWD event over the past 20years. From his experience, she needs to have a rest and she will be back to normal on the next day. I kept that in mind because it was the only information fed to me at the time but I was really surprised of what I heard.

The next morning she was admitted at an emergency ward of the Pindara hospital. The doctor did a series of tests, MRI scanning, etc per their standard procedure for about 12hours. I was with her at all time and she was hallucination.

e.g. she looked at the light bulk but she thought it is a moon. She talked to the doctor but she thought the doctor is Tony Robbins. She saw the clock move anti clockwise. She was totally out of her mind. It was really

Monday, October 05, 2015 AOL: [REDACTED]

stressful for me.

Until midnight the doctor decided to inject sleeping medicine for her. She then had a straight sleep until the morning. The doctor released her late morning on the same day. I thought she just needed to have a rest per doctor advice which quite matched what I was told by one of the trainer about sleep deprivation so I took her back to the hotel.

I walked with her in the park at the hotel after we had a rest in the hotel room as we still couldn't sleep during day time and she wanted to stay outdoor to have fresh air. I was under the impression that she should be able to recover after a full rest and relaxing. When we were walking in the park, she suddenly screamed and pointed to the sky. I couldn't see anything at all apart from the clouds. She saw objects in the sky or something hallucinated in her mind again. I asked the hotel staff to call a taxi to send us to the hospital.

I didn't really know what happened but I myself also felt like I was about to be out of mind as well. I was trying to tell the doctor at the hospital but in the end they could not admit us both together due to the policy. They were trying to send one of us to another hospital which is quite far from the hotel we stayed, RACV. We had our son and babysitter at the hotel. I really concerned about that as my son was with a babysitter and I didn't want to leave him at the hotel with babysitter while both of us were admitted at two different hospitals.

The doctor alternatively prescribed sleeping pills for us and advised us to have a full rest at the hotel instead. I managed to take her back to the hotel. We had to get another room at RACV to stay as she was still hallucinating. I didn't want my son to see his mother in this condition and she won't be able to rest by having my son in the same room. We had to open an additional room and extended to stay at the hotel for another 3 more nights including babysitter [until 1st September](#). We had to cancel our flight back to Sydney as she was not in the condition to fly. Both of us had to take sleeping pills during the extended period.

Her condition improved a bit [on 1st September](#) but she was still not normal. We had to get a letter from the doctor later to allow us to fly on the plane. We had to buy new air tickets at the Gold Coast airport to fly

back to Sydney which were very expensive.

After we arrived Sydney, I was in the condition that couldn't look after her and my son at the same time due to a very prolonged abnormal mental condition of my wife. We visited our GP in Sydney. He prescribed stronger sleeping medicines. At this stage she still hallucinated even though she had more rest using the medicine.

At this point I thought it was not just only sleep deprivation. We were discussing with GP about visiting a specialist. I decided to fly to Thailand where most of my family stay so that I can have more support with better medical access to hospitals and specialists.

We got a medical letter from our GP to fly back to Bangkok. She was still not recovered and needed on-flight special assistance so I had to buy Business Class ticket for her to ensure that she could manage a 9 hours flight from Sydney to Bangkok. Up to this stage we spent more than AUD10,000 for extended accommodations in Gold Coast, air tickets, etc excluding emergency medical treatment in Gold Coast.

We went back to Thailand early September 2013. Her mental condition was very poor. She still hallucinated and had to stayed at home in a quiet area. She was not herself at all. We regularly visited a specialist and she was treated using medicines for one full month in September 2013. In short, from psychologist we visited, the chemical in her brain was released incorrectly due to the DWD event causing her to be hallucinated.

Both of us had to take leave from work for the whole month in September. My stage of mind was very poor. We came back to Sydney in October 2013 but we couldn't return back to work full time. It was another one and a half month for me to work part time before I slowly recovered. [REDACTED] worked part time a few days a week until December 2013. We had to regularly visit the doctor in Sydney for follow up and to recover ourselves.

Since the DWD event finished, there were no one from Anthony Robbins team contacted us at all. I expected that someone who dealt with us when we were at RACV during DWD would at least already recorded or feedback to your customer service team as they asked lots of my wife information after she collapsed. But it seems like nothing was recorded.

Monday, October 05, 2015 AOL: [REDACTED]

According to the phone conversation with [REDACTED] she didn't know what happened to us as there was nothing recorded in your system under our account. She called me to schedule the Life mastery in Fiji. And this was the starting point of this email that I expect one of your team can escalate this incident for me. It affected our family badly for about six months. Fortunately both of us can still maintain our full time job after taking a long period of leave.

I would like to emphasis that [REDACTED] was a very healthy person both physically and mentally before attending DWD program. She never had any problem sleeping. She can easily sleep 8 hours a day and never had to take any sleeping pill in her life. She is now 35 years old and never fainted or collapsed before the event. This was the first time in her life that she experienced this incident.

As mentioned [REDACTED] called me to schedule the Life mastery in Fiji. But we are not comfortable to attend any courses and would like to refund both of our packages including DWD that we couldn't complete due to the incident that I described above.

I'm looking forward to hearing from you soon.

Regards,
[REDACTED]

From: [REDACTED]
Sent: Wednesday, April 30, 2014 1:51 PM
To: [REDACTED]
Subject: Re: IMPORTANT - Date With Destiny Sydney 2013 - Incident on 5th day

Sure. Would be good to loop in Gary (copying him in here) so he can possibly provide more info.

Monday, October 05, 2015 AOL: [REDACTED]

Subj: Re: IMPORTANT - Date With Destiny Sydney 2013 - Incident on 5th day
Date: 5/1/2014 6:56:11 A.M. Eastern Daylight Time
From: [REDACTED]
To: [REDACTED]

Hi [REDACTED]

Yes, I'm very aware of this situation as I'm the risk management person and oversee the medical team.

The best thing is to have a conversation about this as my communication will be lengthy. I can tell you that this type of situation happens at almost all DWDs and has for many years and it is usually more than one individual. There is always a medical form filed, and as far as I know, there is never any follow up. I'm very straight forward with trainers in briefings about making absolutely sure to pay close attention to symptoms and I explain exactly what the symptoms are. I can tell you that I'm given a very limited amount of time to address this which is highly important from a risk and liability standpoint. As you know, DWD is a stretch at best for peoples physical and mental well being. I have talked about this for years, and it falls short of being taken seriously enough. You can have 1400 people who have exciting emotional breakthroughs, it only takes one or two major breakdowns to cause a major liability situation.

The key point here is, I told the husband on day 5 she needed to go to the hospital right then, she would not go, and he would not go against her wishes. I also think people should be screened more closely as to being allowed to attend. She had an infant with her in the hotel room, so, she got NO sleep prior to the emotional fallout. We have had as many as 19 ambulances on day 5 DWD with sleep deprivation symptoms, it is horrific at best, and sometimes not recoverable. Skipping meal breaks, extreme late nights, freezing cold rooms, is a recipe that sometimes goes wrong.

I work really hard to protect the company, TR and SR from liability, I can only do so much when the system has blank spaces. I have 45 years of event risk background, all I need is a clear understanding of the potential for a major liability.

Please call me today [REDACTED]

I can suggest ways to address this in a much more functional way.

Thanks
Gary

In a message dated 4/30/2014 4:55:58 P.M. Eastern Daylight Time,
[REDACTED]@TonyRobbins.com writes:

| Thanks [REDACTED] Hi Gary!

Monday, October 05, 2015 AOL: [REDACTED]